

# PRIVATE MENTAL HEALTH CONSUMER CARER NETWORK

## LIVED EXPERIENCE AUSTRALIA

### PRIVACY POLICY

This policy sets out how Private Mental Health Consumer Carer Network Limited, trading as Lived Experience Australia ACN 613 210 889 (**we**) collect, hold and disclose personal information. We take privacy seriously and are committed to complying with the *Australian Privacy Principles in the Privacy Act 1988* (Cth).

#### **Why do we collect personal information?**

We collect personal information to:

- provide services to our members
- manage and account for our services
- conduct surveys and research projects
- communicate with our members and other stakeholders in the private mental health sector
- market our services and send invitations to our events
- manage our employees and contractors
- generally carry on our business

#### **What personal information do we collect?**

We collect individual's name and contact details, and information about the individual's occupation, employer and relationship with us and with our contacts.

We also collect the information necessary to provide the specific services our members require as well as information necessary to arrange and receive payment of money payable by us or to us.

#### **How we collect personal information**

We collect personal information direct from an individual when that individual applies for membership with us, meets with us, communicates with us by letter, telephone, email or fax, gives us a business card, subscribes to our publications, registers for or attends our events or submits information through our websites, blogs or other social media outlets.

We may also collect information about an individual from our members, potential members and their contacts, from the individual's employer and from publicly available records or a third party eg a provider of an employment or other reference.

#### **Cookies**

We may ask other people to analyse traffic on our websites, blogs and other social media outlets and they may use cookies to do so. Cookies are small text files that are transferred to a user's hard drive by a website for the purpose of collecting information about a user's identity, browser type or website visiting patterns.

#### **Anonymity and pseudonyms**

Individuals have the right not to identify themselves, or to use a pseudonym when dealing with us. However, if we request personal information and it is not provided, we may not be able to provide services to or otherwise assist the relevant individual.

## **General use and disclosure**

We use and disclose personal information for the primary purpose for which it was collected, related purposes and other purposes authorised by the Privacy Act. In general, we use and disclose personal information for the purposes set out above.

## **Use and disclosure for direct marketing**

We will only use an individual's personal information to market our services or to send invitations to events where we give that individual an opportunity to request us not to use the information for such purposes. We will not use an individual's personal information for such purposes if the individual requests us not to do so.

## **To whom do we disclose personal information?**

We may disclose personal information:

- to our employees
- to other persons where required in connection with the provision of our services
- to anyone else whom the individual authorises us to disclose the information
- as otherwise authorised by the Privacy Act

## **Who else can access this information?**

Our contractors and suppliers may have access to some personal information we collect. For example, contractors may distribute some of our publications and develop and maintain our computer systems, electronic records, websites, blogs and other social media outlets.

Our auditors, insurers and legal and other professional advisers may also access some personal information we collect to protect our interests and to ensure that we comply with our obligations.

## **Disclosure to overseas recipients**

We will not disclose personal information to overseas recipients without consent unless required or authorised by law.

## **How do we keep personal information secure?**

We take reasonable steps to protect the personal information we hold from misuse and loss and from unauthorised access, modification or disclosure. We store hard copies of this information in access controlled premises, and digital versions on secure servers. We require all persons authorised to access digital information to use logins and passwords to access such information.

We require all our contractors and others to whom we disclose personal information or whom may have access to personal information we collect, to keep such personal information private and to protect such personal information from misuse and loss and from unauthorised access, modification or disclosure.

Unless we are prevented to do so by the law, we de-identify or destroy securely all personal information we hold when no longer reasonably required by us.

### **Integrity of personal information**

We take reasonable steps to ensure that the personal information we collect is accurate, up to date and complete and that the personal information we use or disclose is accurate, up to date, complete and relevant, having regard to the purpose of such use or disclosure.

To that end, we encourage you to contact us to update or correct any personal information we hold about you.

### **Accessing your personal information**

You may request access to personal information we hold about you. We may require you to verify your identity and to specify what information you require.

We deal with all requests for access to personal information as required by the Privacy Act. We may charge a fee where we provide access and may refuse to provide access if the Privacy Act allows us to do so.

### **Correction of personal information**

We take reasonable steps to correct all personal information we hold to ensure that, having regard to the purposes for which it is held, the information is accurate, up to date, complete, relevant and not misleading.

You may request corrections to personal information we hold about you. We deal with all requests for correction to personal information as required by the Privacy Act. We may refuse to correct personal information if the Privacy Act allows us to do so.

### **Complaints**

If you wish to make a complaint about this Privacy Policy or our collection, use or disclosure of personal information, please contact us in the first instance. We will investigate your complaint and try to promptly resolve your complaint directly with you.

If you are not satisfied with the outcome, then you may make a complaint to the Office of the Australian Information Commissioner (OAIC). For information about how to make such a complaint, please refer to the OAIC website <http://www.oaic.gov.au/>.

### **Contact us**

To request access to or correction of personal information, to request not to receive marketing material or invitations from us, or to make a privacy complaint to us at [admin@LivedExperienceAustralia.com.au](mailto:admin@LivedExperienceAustralia.com.au).

### **Changes to Privacy Policy**

We reserve the right to make changes to this Privacy Policy from time to time and without notice by publication on our website.

We recommend that you regularly review our Privacy Policy to ensure you are aware of any changes.